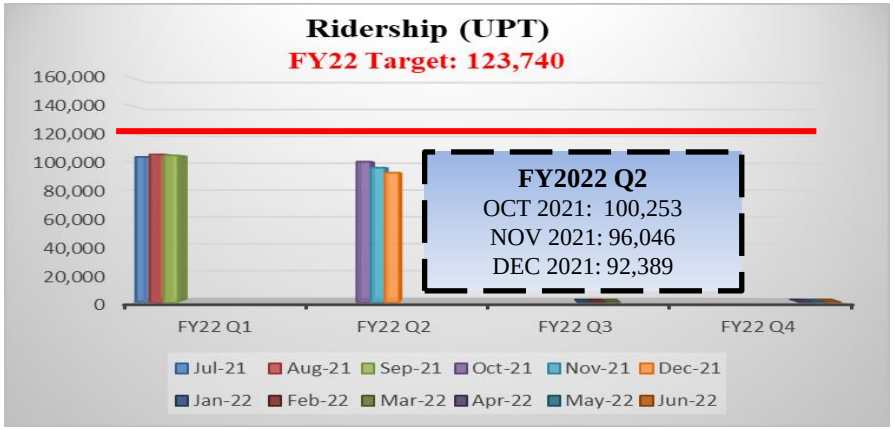
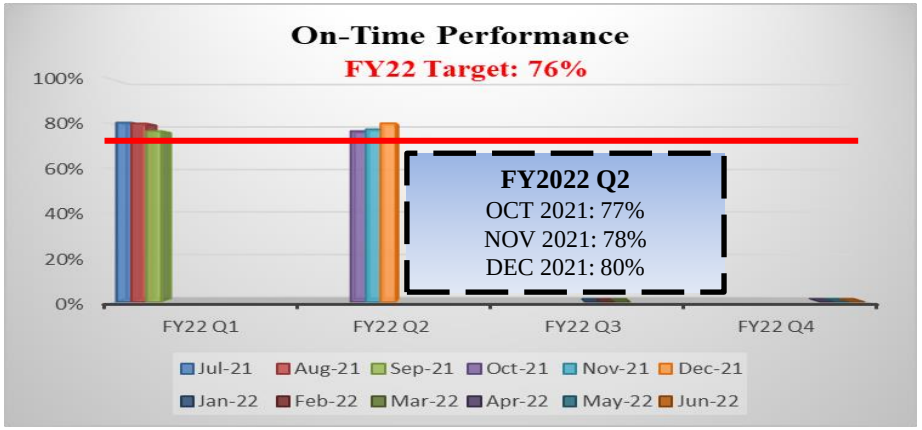
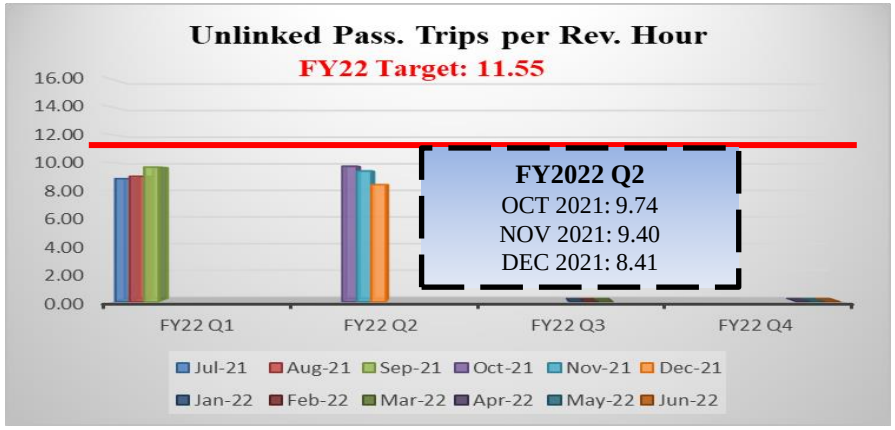
MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: FIXED ROUTE

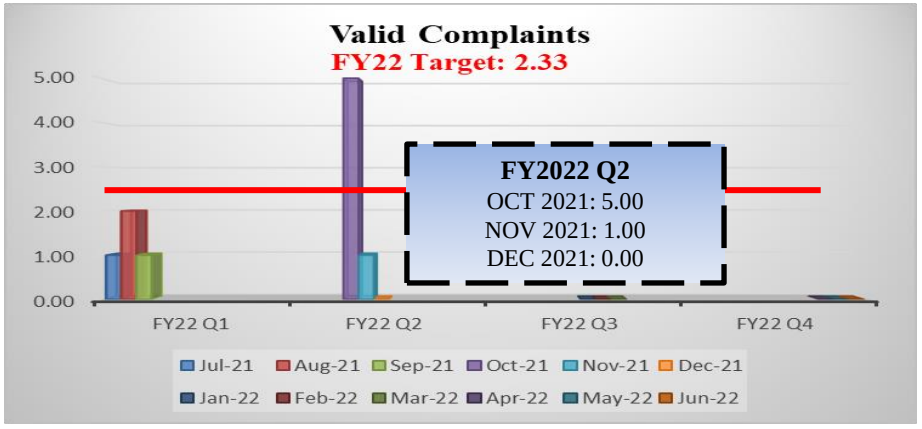
THE MVRTA'S GOAL IS TO CONTINUOUSLY MONITOR AND IMPROVE SERVICE. TO DO THIS, TARGETS HAVE BEEN ESTABLISHED FOR TEN AREAS. EACH WILL BE ASSESSED MONTHLY SO THAT IMPROVEMENTS CAN BE MADE, AND SATISFACTORY LEVELS OF SERVICE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGHOUT FY22:

(1) RIDERSHIP (UPT), (2) ON-TIME PERFORMANCE, (3) UNLINKED PASSENGER TRIPS PER REVENUE HOUR, (4) VALID COMPLAINTS, (5) PREVENTABLE ACCIDENTS PER 100,000 MILES, (6) MILES BETWEEN ROAD CALLS, (7) MAINTENANCE COST PER REVENUE MILE AND (8) PER REVENUE HOUR, (9) FAREBOX RECOVERY RATIO, AND (10) OPERATING EXPENSE PER REVENUE HOUR.



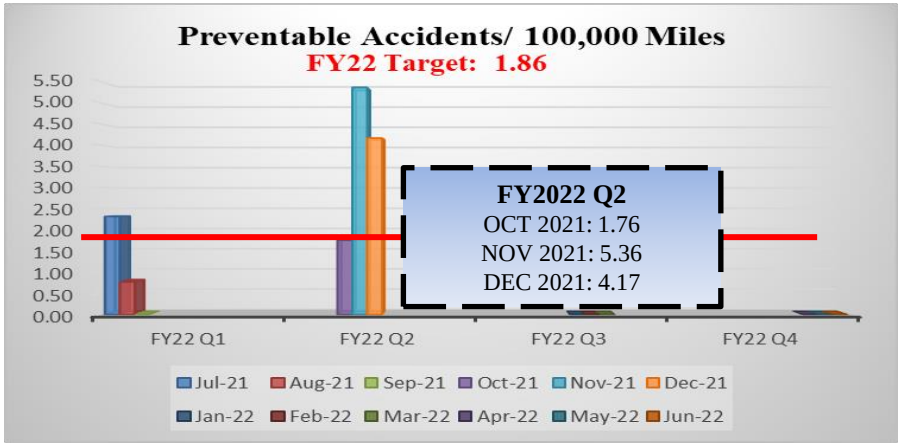


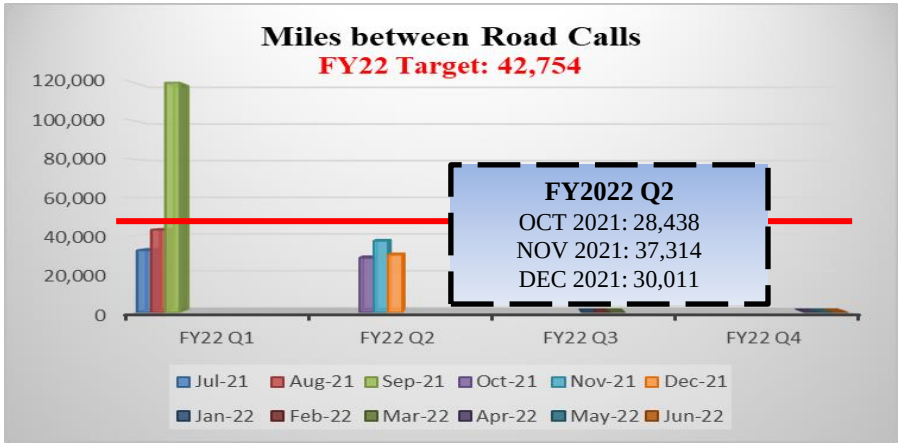


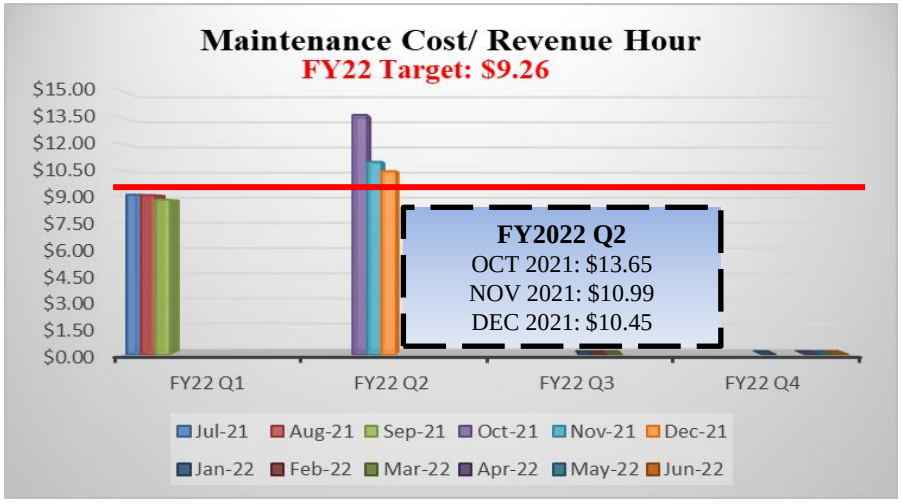


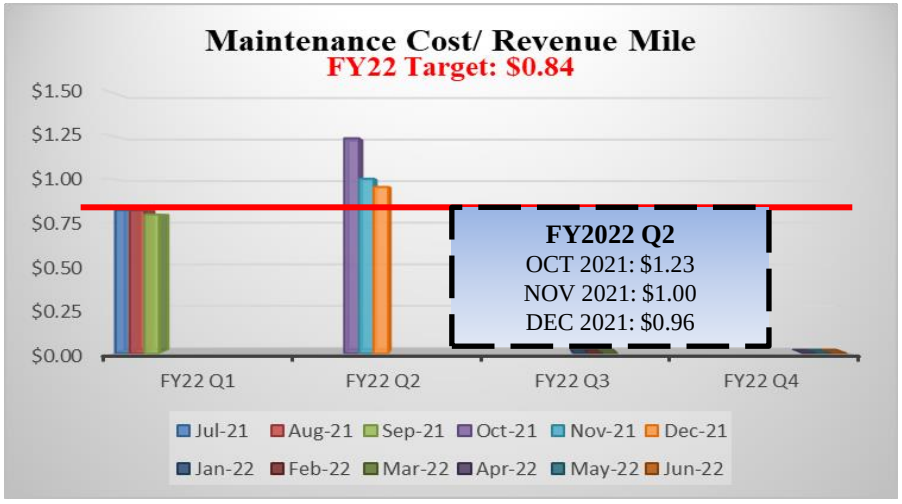
Updated 01/31/22

MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA)
PERFORMANCE MEASURES: FIXED ROUTE









Updated 01/31/22

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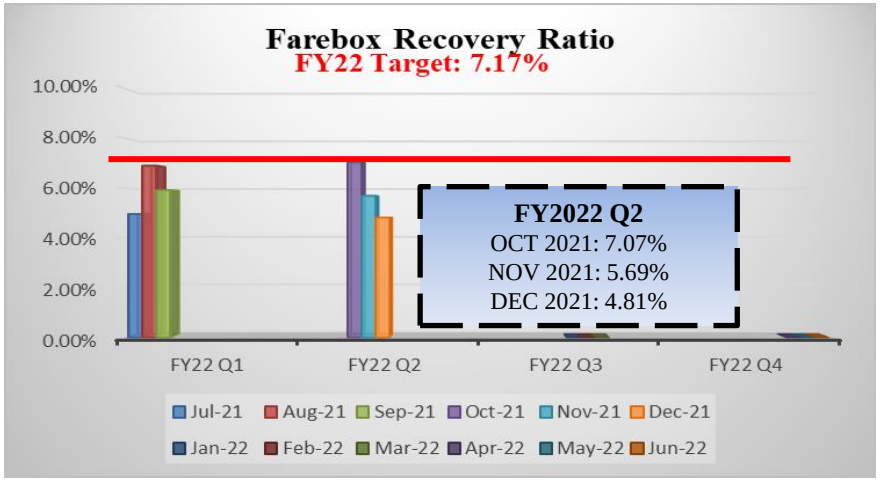

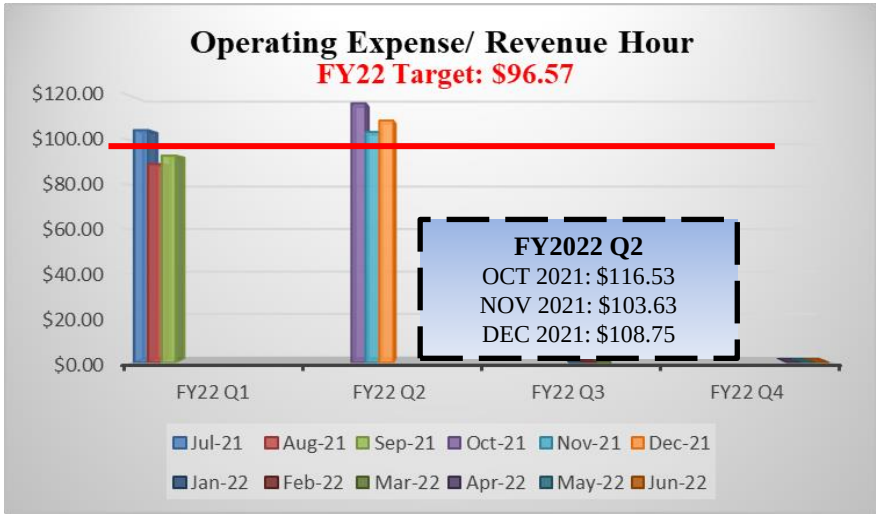

Updated 01/31/22

MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: FIXED ROUTE

Fixed Route Performance Measure Summary:

During **December FY2022**, the following performance measures met or exceeded the benchmark:

1. On-time performance at ***80%***
2. Total Valid Complaints at ***0.00***

The following performance measures did not satisfy their targets. Those measures are:

3. Ridership at ***92,389***
4. Preventable Accidents per 100,000 miles at ***4.17***
5. Miles between road calls at ***30,011***
6. Maintenance cost per revenue mile at ***$0.96***
7. Maintenance cost per revenue hour at ***$10.45***
8. Unlinked passenger trips per revenue hour of ***8.41***
9. Farebox Recovery ratio at ***4.81%***
10. Operating expense per revenue hour at ***$108.75***

Fixed Route service Performance Measures have not recovered to pre-COVID-19 statistics.